Fairfield Nursing Home

SERVICE USER GUIDE

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SUMMARY OF STATEMENT OF PURPOSE

This service user's guide should be read in conjunction with our

STATEMENT OF PURPOSE which sets out:

- Our aims and objectives
- The nature of the services we provide
- The name, addresses, qualifications & experience of the people who manage Fairfield Care Home Ltd
- The range of qualifications of staff
- Our arrangements for handling complaints and suggestions

Our aims and objectives

Fairfield aims to provide care to all its service users to a standard of excellence which embraces fundamental principles of good care practice conduct and control of quality in the home. Central to these is our belief that the rights of Service users are paramount. For more detail information, please refer to our statement of purpose.

Terms and Conditions

Your care maybe determined via a Social Services/Local Health Board (LHB) or private contract with Fairfield Nursing Home Ltd.

In both cases contract start, renewal and termination dates will be on the Service User plan. Renewal, continuation or variation of contracts will be indicated by written agreement. Termination of contract by either party will require 4 (four) weeks notice in writing. Payment should be made 4 (four) weekly in advance.

As a current guide our prices (at time of going to print) from £464 to £584. Any changes to care provision will be informed by the most appropriate for of communication method i.e. telephone, fax or email.

General Description and Range of Services Provided

We provide personal and nursing care for ladies and gentlemen in a purpose built care setting.

We are registered with the Care and Social Services Inspectorate Wales and offer accommodation to Service users who require general nursing care over the age of 65.

With 24 hour nursing staff on duty, we provide nursing care to the highest standards. We also offer care to couples who may have differing care needs. We have 36 individual rooms 3 double rooms with 35 en-suite, all are provided with nurse call and fire detection systems.

Visiting is throughout the day until 22:00 hours (10pm) or later in discussion with the Nurse in charge.

We invite Service users to personalise their rooms with photograph ornaments etc but would request that no electrical equipment is used in the home prior to being tested for safety by ourselves.

Home cooking with good food is our speciality and special diets are catered for. You may dine in our dining room or own room as you wish, however, due to predisposing medical conditions some Service users may need to be involved within a risk assessment process to facilitate this to maintain their safety.

Family celebrations can be catered for a limited number of guests, and can be discussed with the Home Manager.

Shopping visits, trips to the pub, parks and seaside are enjoyed by some of our Service users as well as in home entertainment such as choir visits, vocal entertainers, musicians, barbecues and many varied diversions for those who enjoy them.

Our approach is individualised and whilst encouraging Service users to take part in activities offered we respect the individuals request not to take part.

Our facilities and services include a passenger lift, dining room, variety of lounges including television lounge, patio area, all personal laundry and hairdressing salon.

Not included in the fees are:

- Hairdressing
- Private transport
- Service user escort to planned Hospital/Clinic appointments or personal social events.

Also, further support from visiting health care professional e.g. physiotherapist, chiropodist, occupational therapist, dental surgeons and opticians, can be arranged and if not provided via the NHS, will not be included in the fees and will be invoiced separately.

Health & Safety Policy

As a company Fairfield Nursing Home Ltd. recognises that it has a responsibility to ensure that working conditions are safe, healthy and compliant with statutory codes of practice. The Health and safety officer for Fairfield is the Registered Home Manager; a copy of the full policy is available on request from the administration office (1st floor) or from the Home Manager.

Policies and Procedures

Running a care home poses a variety of issues to be resolved, for Service users, staff and managers. To ensure that we behave consistently, to capture good practice and to keep everybody informed of how we work we have written down where we stand on certain key matters and how we handle frequently occurring situations.

Fairfield Nursing Home Ltd recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe healthy and compliant with all statutory codes of practice.

Fairfield Nursing Home Ltd has an extensive range of policies and procedures, which are located in the Home Managers office. Service users are welcome to examine any of theses documents and have a copy of these documents if they wish.

General Guidelines

The intention of this information is to advise you of our policies and the reasons for them.

Door Entry System

On arrival at Fairfield you will enter via the porch into the reception area. The doors are secured by night, but are unlocked during the day to facilitate ease on entry for visitor for our Service users.

Signing In

On the reception desk and Nurses station within the foyer you will find our signing in book in which we kindly request that you complete your name, time of your arrival and the time of your departure.

We are required to undertake this practice by law as part of universal fire service guidance so that we could inform the emergency services of number of people within the building should the need arise.

Visiting Our Service users

We have an 'open door' policy so there are no restrictions on visiting times, however, we ask that you respect/consider visiting during meal times as some people are inclined not to eat when they have visitors and similarly when visiting late at night after 22:00 (10pm).

Whilst we appreciate that some visitors may wish to give to Service users such things as sweets, cakes etc. we would advise that prior to this a discussion is had with the Nurse on duty, to ensure that any on going treatment does not prevent them from having these items.

Clothing Labels

As you can imagine with such a large volume of clothes being laundered within our premises, we would request that all clothing is labelled prior to moving into our home and when any additions are purchased. A list will then be maintained of your clothing within your care records.

We regret that we are unable to replace or offer refunds against any items that may become misplaced if they have not been recorded within your records. If however you are unable to label the items yourself, our domestic staff can purchase labels and attach these for you, but this is chargeable.

Hospital Appointments

Should a Service User have a hospital appointment in the first instance we will usually ask a member of their family or friend to escort them. If this is not possible then we will send an escort but there is a charge as some appointments are protracted and require a member of our staff and sometimes our driver to be away from the home for some time.

A list of charges will be made available for you from the Home manager. However, these charges are not applicable within an emergency situation.

Therapeutic Techniques

Therapeutic techniques can be arranged via external providers on request, the Nurse on duty or Home Manager will arrange and liaise with all parties concerned and record such arrangements on the individual Service users plan. These services are charged per practitioner.

Valuables

It is advisable not to leave valuable property as we can not be responsible for it. There is a lockable drawer within each of the Service User's bedroom and room keys are provided on request. However, replacement keys if mislaid will incur a charge.

Money

If you wish to hold any personal monies it is advisable to keep this at a minimum under £20. A maximum of £50 per Service user at any given time may be held in safe keeping. Fairfield Care Home will not hold larger sums of money for any individual Service user nor undertake the role of appointeeship.

Any Service User who is unable to manage their personal finances or does not have a family member/friend to support them in this will be assisted in contacting the local authority and/or their care manager for advice on this matter.

Responsibility Forms

Should a visitor wish to take a Service User out of the home for a while they are requested to complete a responsibility form, copies of which are held in the nurse's office.

Chiropody

The chiropodist visits the home every 3 weeks and this is chargeable at a reasonable rate, although an NHS service is also available if required.

Optician

The Local Health Board provides a visiting optician, most of this service is provided free of charge within the NHS treatment service, however when specific frames etc are required this is chargeable and is the responsibility of the Service user to pay for.

Hairdresser

The Hairdresser visits the home weekly. A list of charges is displayed within the salon and is not included within the fees.

Meal Times

We firmly believe that Service users should eat foods that they enjoy, and we achieve this by combining what Service users like with a healthy eating menu.

We encourage Service Users to suggest ideas for the menu and we always aim to make the choices as varied as possible, in addition diets are catered for soft foods, diabetics etc.

There are set meal times, to assist in organisation at the home, however we are flexible within these times and can make adjustments to suit personal needs and preferences.

07:15	**Early morning refreshments**	**Tea, coffee & biscuits**	**Provided for those who rise early in the morning**
08:30	**Breakfast**	**Choice of cereals, toast, cooked breakfast etc.**	**Can be served within the Service users own room**
11:00	**Mid Morning refreshments**	**Tea, coffee & biscuits**	
13:00	**Luncheon**	**A choice of a minimum of 2 Hot meals. Desserts, fresh fruit**	**Can be served within the Service users own room. Individual choices can also be provided**
15:00	**Mid afternoon refreshments**	**Tea, coffee & biscuits**	
17:00	**Dinner**	**Selection of soup, assorted sandwiches, cakes choice of desserts**	**Can be served within the Service users own room**
21:00	**Late evening refreshments**	**Tea, coffee, milky bedtime drinks.**	**Sandwiches and other snacks are also available if required**

We have found that providing three cooked meals a day for our Service users was a little too much for them, but will be happy to provide these if required.

Fire Safety Policy (summary)

At any time except when you have been informed that a test is happening all alarms are to be treated as fire alerts.

The nearest staff to the fire alarm panel will check whether it is a fire alarm condition or fault. If it is an alarm condition the nearest member of staff will call 9 (**for outside line**) 999. Any information requested e.g. occupancy within the home including those who are bedfast is updated on a daily basis and recorded on the fire information board adjacent to the telephone.
The fire alarm has sounded at:
Fairfield Nursing Home
Church Road
Johnston
Haverfordwest
Pembrokeshire
SA61 3HE

The duty nurse in charge will attend the fire alarm panel and take charge of the situation. Organising, advising and directing staff. Take extra care in the area of the alarm. The area of alarm is to be inspected carefully for signs of smoke, heat and smell. Caution is to be used

at all times because the fire maybe on the other side of the door waiting for fresh air to speed its ignition.

Staff will prepare the residents who reside in the area of the alarm for evacuation to a safe area within the home temporarily, that is to the other side of at least 2 (two) fire break doors (each door is designed to hold back heat, smoke and fire for at least ½ an hour, 2 doors theoretically give 1 hour respite).

The fire service should have arrived by this time. The duty nurse will meet the fire officers and inform them of such things as the fact that external fire doors are security alarmed (at night only) information about the home and its current occupancy including any special needs.

The duty nurse will collect the Service user list, visitors signing in book and staff signing in book. This will enable a roll call to be made. Staff who have attended the alarm panel from unaffected parts of the home will return to their respective floors taking door closing action and reassuring staff and residents at the same time.

Smoking and Passive Smoking

Staff are only aloud to smoke outside the home. Service Users may request to be taken outside the building into the grounds where supervision will be provided at a distance for smoking.

No staff member will be able to offer direct assistance such as the holding of cigarettes etc whilst lit for Service users.

Fairfield Nurse Call System

There are nurse call points in every bedroom, toilets, bathrooms, lounges, dining room, & hairdressing salon.

You will be advised how to use these when you visit or move into the home, and will become familiar with the sound that they make, so that you can be reassured that you have been able to contact a member of staff.

Pets

Visiting pets

Fairfield welcomes all well behaved pets visiting our Service users

Pets as residents

Fairfield will consider pets as residents, however, in order for this to be a harmonious arrangement it is only by prior arrangement and with the express permission of the manager. The following points will have to be considered for the pet to stay:

- The size and nature of the pet and its maintenance needs
- The Service users ability to care for the pet and the benefit to them
- The effect of the proposed pet on other Service users and pets already resident at Fairfield.

Advocacy in Care Homes

What is advocacy?

Advocacy is identifying with and representing a person views and concerns. This may include enabling the Service user to write letters or make telephone calls and/or representing the Service users' wishes on negotiating with an external agency.

What don't they do?

On-going befriending they *are not part* of CSSIW (Care and Social Services Inspectorate Wales). They do not manage financial affairs.

Age concern offer an advocacy service to Service Users in care homes

Fairfield Nursing Home's Restraint Policy (Summary)

- Service Users should be encouraged and are to move freely about the home.
- It maybe appropriate for a member of staff to observe and offer to accompany a restless Service user. This should be done sensitively if the Service user is not to feel their privacy and autonomy is being invaded.
- Service Users whose restlessness annoys, threatens or harms other Service users who are aggressive, who become a danger to themselves or who damage property may need to be restrained. The method used should be thoroughly discussed, risk assessed, recorded and reviewed. It should involve as little as possible intrusion on the Service users self determination.
- Restraining chairs which immobilise a Service user in a particular position are not be used. A Service user should never be tied or strapped to a chair or seated in a heavy or low chair with fixed arms pushed against a table for the purpose of restraint. Furniture should be located to facilitate rather than inhibit residents' movement.
- Service users should never be locked into a room in response to restless, annoying or aggressive behaviour.
- The use of medication as a restraint is not acceptable.
- Service Users should never be tied or hooked by their clothing to the toilet.
- A disturbed Service user may wander into other service user's rooms in ways which are intrusive, annoying or threatening.
- Staff should try to understand the wandering service users motivation and provide alternative distractions, locations and human contacts.

Management of Aggression & Violence Policy (Summary)

- It is recognised that anticipation by care staff of the problem which normally gives rise to aggression or violent behaviour is important.
- The management of situations which could cause aggressive or violent behaviour is an integral part of prevention.

- The care plan should state issues which may trigger a violent reaction from the Service user.

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- Assistance from the professionals involved in the care will be expected and sought.

- The member of staff should try to ascertain the cause of the aggression and remove the cause immediately if possible.

- Diversional therapy can usually avert a potential aggressive situation if preformed correctly talking about another subject and/or changing the physical situation can prove helpful.

- Reassurance is essential, do not at any time appear confrontational, do not argue with the Service user or make him or her feel threatened.

- The member of staff should make every effort to place him/herself away from danger.

- Always keep an exit clear in order to remove yourself from the Service user quickly if necessary.

- The member of staff should make every reasonable effort to ensure that the Service user is not in danger.

- Attempt to put large object furniture etc. between yourself and the Service user.

- A report should be made as soon as possible to the manager and senior manager/director as soon as possible after and aggressive or violent incident.

Individual Terms and Conditions (Summary)

Fairfield Nursing Home Ltd agrees to provide individual services for the Service Users in accordance with the Fairfield Nursing Home Ltd normal day-to-day provision of services to the Service Users and in accordance with the individual fees charged for these services as from time to time stated or revised. The Fairfield Nursing Home services offered for the weekly fee are to include:

- Personal care for all Service Users 24 hours daily: - including assistance to support daily living activities, i.e. getting up and going to bed, dressing, washing and bathing, helping with mobility and other aspects of personal care within the nursing home.

- Qualified and registered nursing care for “Service Users assessed as having nursing needs” is available 24 hours daily including medication control and treatments as directed by a Registered Medical Practitioner. N. B. Nursing in a nursing home is excluded in respect of residential Service users (those receiving personal care only as per their local authority or other contract) due to the National Health Act 1984 and amendments.

- Full bed and board for all Service Users including three meals daily plus incidental tea coffee soft drinks etc as requested available throughout the 24 hours.

- Fees are payable in advance, our preferred method being paid directly into our bank account. Please ask for a standing order payment detail either via the Manager or

Administrator. Notice period to terminate this contract 4 (four) weeks notice is required by either part. In the event of death 7 (seven) days fees will be charged.

- All personal laundry for all Service Users (excluding dry cleaning). All personal clothing to be name tagged to identify it by the Service user or family. All clothing and Service user's belongings to be listed on Fairfield records at the time supplied.

- A weekly supplement maybe charged to some Service Users, this is assessed individually according to room location, size, facilities and care needs. This charge is in addition to any nursing or personal care given. Additionally, private services are available on request for an additional cost. E.g. newspapers, hairdressing, private transport and escorts, private chiropody and all other external private services arranged or provided for at a Service user or their representatives request.

- All such additional services will be charged for at the rates current to the service provision made and can be individually itemised within the costed care plan element of the Service User's contract with Fairfield Nursing Home Ltd.

Contracts

Contracts are supplied as a separate document and in the case where commissioning of care has been instructed by the Local Authority or Local Health Board a contract is issued by them in response to their statement of aims and a summary of the terms and conditions are included within our offer of accommodation letter (to the Service user) when a full assessment has been carried out and this is then given to the Service user and their representatives.

We always provide the Service User with a contract of residence for the home in addition to nay contract that may be provide by other commissioner, although it may not include a fee charge, but outlines the terms and condition of residency.

Contract of Residence at Fairfield Nursing Home Ltd

THIS AGREEMENT Is between Fairfield Nursing Home Ltd

And **"THE SERVICE USER": ……**

Introduction

It is our sincerest intention to provide you with a comfortable and happy home suited to your own special requirements.

It is our policy to consult you and/or your family together with any others acting in your interest in all matters to do with your well-being.

This contract, does not imply that the room that you have moved into initially will be available or remain suitable for your continued use throughout your stay, as due to changes in assessed needs the need may arise for an alternative room to be provided for you, this will be completed in full consultation with you and your representatives if the need arises.

This does not impinge on your choice procedure, but supports the best intention of Fairfield Nursing Home Ltd in ensuring its commitment to the review of care and assessed needs.

Some Service Users will have been funded for their accommodation within the home via the Local Authority and/or Local Health Board, it will therefore be the responsibility of those department to pay the fees liable, but would not include any third party payments that may be payable which would be included within this contract.

The Service User or their representative who signs this agreement assumes total responsibility and liability to pay all fees, charges and extras etc. as claimed under this agreement on demand. If the Service user's affairs are managed by the Court of Protection, his/her representative undertakes full responsibility for any debts accruing to the Company before and while the Service user's affairs are being processed in Court.

In the event of non-payment of fees, the Service user may be given written notice to vacate the home within 7 days unless full payment is received. Any outstanding fees will then be recovered through the courts.

Residence and payment of Care Fees:

1. Upon payment of the weekly charge as herein after defined in paragraph 2 Fairfield Nursing Home Ltd. undertakes to provide accommodation, food, light, heat, laundry and all the necessary personal & Nursing care as would normally be required by a service user in a care home.

2. The current fees applicable to you will be the sum of £ _____per week. Our fees are payable four (4) weeks in advance by cash, cheque or banker's order which it is agreed shall cover the provision of all services referred to in clause 1 above subject to review. Fairfield Nursing Home Ltd. Reserves the right to amend fees retrospectively in line with Local authority changes. The four (4) weekly charges shall remain unchanged unless four weeks written notice is given by Fairfield Nursing Home Ltd. to the service user or this agreement is jointly amended by all parties hereto.

3 Fairfield Nursing Home Ltd. undertakes to maintain a standard of care as required by The Care & Social Services Inspectorate Wales (CSSIW) and any authority/other person who may commission care within the Nursing Home business. If an occasion should occur where a complaint or query arises the service user is referred to the Fairfield Nursing Home Ltd written procedure for dealing with complaints. If the complaint is not resolved the service user may wish to refer this to the CSSIW, however the compliant may also be referred at any time during its investigation to CSSIW also.

4. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the service user leave the home without giving the required notice payment of fees in lieu of notice at the normal or revised weekly rate will be required.

5. The first four weeks of admission shall be regarded as a trial period for the benefit of the service user and Fairfield Nursing Home Ltd.

6. Fairfield Nursing Home Ltd will be the abode of the service user. Should a service user at any time require hospital treatment or be otherwise temporarily absent from the home a reduction of 5% is made for periods in excess of six weeks.

7. In the event of death of the Service User any fees outstanding for the service user will be charged to their estate. Third parties who agree to meet service user's fees in whole or part (Top-Up fee) must sign below to this effect before the said person becomes a service user.

8. Fairfield Nursing Home Ltd. may give notice to the service user of termination of this agreement as outlined in clause 4 above, requiring the service user to leave the home under the following circumstances:

    a. Non-payment of fees

    b. If having consulted the service user and taken advice from the appropriate member of the primary health care team, e.g. GP, consultant, specialist or social worker concerning the present and future care needs of the service user Fairfield Care Home is no longer able to meet the service user's needs.

    c. Any circumstances or behaviour which Fairfield Nursing Home Ltd feels may be seriously detrimental to the home (Fairfield Care Home Ltd) or welfare of other service users.

9. Fees will be reviewed on an annual basis and notification of any increased fees be notified no later than 30th April each year with the revised fee being implemented on the 1st June each year (4 weeks notice). Any increase in the fee will be as a result of inflation or any other increase in overheads or operating costs which Fairfield Nursing Home Ltd. experiences or as a result of statutory provisions coming into force after the date hereof. Any specific increase within the provision of care will be advised to the fee payer at the time of the review of the service user which has resulted in additional needs being identified which impacts as a fee rate increase.

Medical and Personal Requirements:

10. The service user shall from his/her own resources provide (other than medication by prescription):
    - Hairdresser expenses
    - Newspapers
    - Clothing
    - Toilet requisites and other items of luxury or personal nature
    - Telephone calls will be charged at the current domestic rate.
    - Escort duties to appointments that are planned and where relatives or representatives are not able to accompany a service user (emergency admissions to hospital are excluded from this charge)

11. Service Users will be required, before taking up residence, to provide information to Fairfield Nursing Home Ltd. on the state of their health, any treatment required and the name of their medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Consents.

12. The service user or where appropriate his or her representative may request Fairfield Nursing Home Ltd to take charge of and dispense all the service users prescribed

medications. If a service user elects to retain and administer his/her own medication it must be kept in a secure place and the safety of this arrangement will be assessed via a risk assessment process.

Personal Effects and Personal Mobility:

13. Service users are free to journey out alone. However Fairfield Nursing Home Ltd cannot accept responsibility for a service user's safety away from the home unless the journey and any necessary supervision were arranged by the Home. In some circumstances the multidisciplinary team may have completed a risk assessment with the service user and/or their representatives, and may decide that unsupervised recreation outside of the home is unsafe or inappropriate, the home will work with the service user to support them in this matter, and relatives/representatives will also be encouraged to support service users when the need arises, and it is safe and appropriate for them to do so.

14. All electrical items brought by service users on admission or during occupation of the home shall be first inspected as to their safety before their use within the home is permitted.

15. At the discretion of Fairfield Nursing Home Ltd items of furniture may be brought in by the service user subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the service user's responsibility or that of the executors.

Insurance:

16. Fairfield Nursing Home Ltd. is insured at the rate of £ per person for valuable effects left in the service user's room.

17. All valuable assets must be declared upon admission for insurance purposes. Safekeeping of uninsured items or those over the value of the insurance provided cannot be arranged at Fairfield Nursing Home Ltd. Service users are advised to seek their own personal insurance for items of value which they wish to retain within their rooms or on their person.

In the Event of an Emergency:

18. The service user is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

    a. Name, address and telephone number of next-of-kin:

……
……

    b. Any social or cultural traditions that the service user requires to keep:

……
……

Status of the Home:

19. Fairfield Nursing Home Ltd and its company of ownership Fairfield Care Home Ltd. is registered as a care home with the Care and Social Services Inspectorate Wales (CSSIW):

Signatories to this Agreement of Residence at:

Fairfield Care Home – Fairfield Nursing Home Ltd.

SIGNED: …… (For and behalf of Fairfield Care Home Ltd). Date / /

DATE: …….

SIGNED: ……. Service User Date / /
In the case of a service user whose fees are paid in whole or part by a third party (Top-Up) Fee the undersigned appointee, representative or next-of-kin hereby agrees to pay any outstanding arrears arising up until the termination of this agreement.

SIGNED: ……. Date / /

RELATIONSHIP: ……

ADDRESS: …….. Date / /

Inspection Report

Annually the Nursing home is inspected by an inspector from the Care & Social Services Inspectorate Wales; the most recent copy of the report is available form the Home Manager or can be viewed on the CSSIW website within the Inspection Report section: **www.cssiw.mid&south@wales.gsi.gov.uk**

We always view the Inspection as a positive experience, and appreciate the comments of the inspector which enables us to continually improve our services and look at critically at the services that we provide, if you wish to discuss any aspect of the report, please do so with either the Home manager or the Responsible Individual – Dr. Jayne A Griffith-Parry. Any queries regarding the registration status or performance of the setting can be addressed to the local regional office of

Care & Social Services Inspectorate Wales:
South West Wales Office
Winchway House
Winch lane
Haverfordwest
Pembrokeshire
SA61 3RS
Telephone: 01437 – 848527

Complaints Procedure (Summary)

If as a Service User, relative or friend, you feel there is cause for complaint, you should at first discuss the matter with the Nurse – in - Charge, this is known as ‘Local resolution’ and will be resolved as soon as reasonably practicable and in any event within 14 days.

If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can either speak to, or write to the Home Manager or the Responsible individual.

A full investigation will be made into the complaint, and you will be advised of the results as soon as is reasonably practicable and in any event within 35 days; when you will be provided with a written report which will summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result of your complaint.

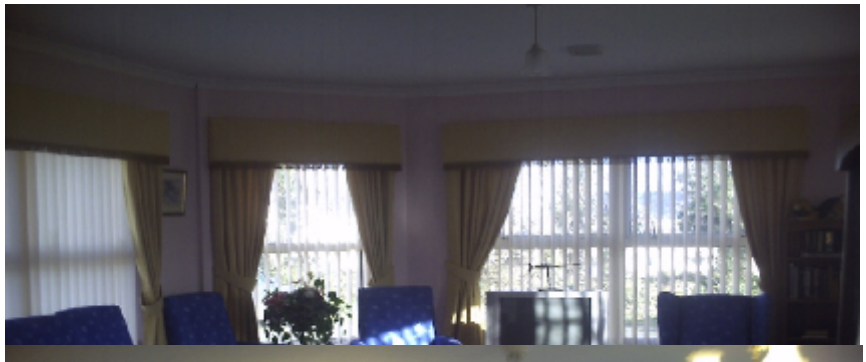
If, after this investigation, and/or 35 days you are still not satisfied, we will notify the local regional office of the CSSIW with regard to our delay in resolution.

You are also encouraged if you feel that we have not met your expectations reasonably to contact the CSSIW on the above address or telephone number.

A copy of our full complaints procedure is available from the Home Manager.

We hope you have found this document informative, and that it has allowed you to appreciate the service that we provide, if you wish to discuss any matter further please do not hesitate to contact Donna Griffiths - Home Manager or the Responsible Individual Dr. Jayne A. Griffith-Parry.

Photographs of Fairfield Care Home



Conservatory

Lounge